

## **Program A: Administration/Fiscal**

Program Authorization: Louisiana Constitution of 1974, Article IV, Section 11; Title 36, Chapter 17 of the Louisiana Revised Statutes; Title 22 of the Louisiana Revised Statutes; Act 83 of 1977 (Reorganization Act); Act 477 of 1992 (Reorganization Act); and Act 850 of 1984 (Equal Opportunity in Insurance Act)

### **PROGRAM DESCRIPTION**

The mission of the Administration/Fiscal Program is to provide necessary management, administrative, and other support to the entire department so that the department can meet its constitutional and legislative mandate to protect consumers and the public by effectively regulating the insurance industry in the state.

The goals of the Administration/Fiscal Program are:

1. Administer and enforce the provisions of the Louisiana Insurance Code (Title 22 of the Louisiana Revised Statutes).
2. Provide administrative, management, and other support to the entire department.
3. Manage the department's human, fiscal, property, and information systems resources.

The Administration/Fiscal Program is organizationally composed of the Office of the Commissioner and the Office of Management and Finance.

The Office of the Commissioner administers and enforces the provisions of the Louisiana Insurance Code (Title 22 of the Louisiana Revised Statutes of 1950, as amended); responds to public information requests; monitors the effectiveness or weakness of the department's internal controls via internal audit; and assists small, minority, and disadvantaged agents and agencies to increase their knowledge of and participation in the industry.

The Office of Management and Finance manages the department's human, fiscal, property, and information systems resources and provides administrative services to the entire department.

### **OBJECTIVES AND PERFORMANCE INDICATORS**

Unless otherwise indicated, all objectives are to be accomplished during or by the end of FY 2001-2002. Performance indicators are made up of two parts: name and value. The indicator name describes what is being measured. The indicator value is the numeric value or level achieved within a given measurement period. For budgeting purposes, performance indicator values are shown for the prior fiscal year, the current fiscal year, and alternative funding scenarios (continuation budget level and Executive Budget recommendation level) for the ensuing fiscal year (the fiscal year of the budget document).

1.(KEY) Through the Office of the Commissioner, to retain accreditation by the National Association of Insurance Commissioners (NAIC).

Strategic Link: This operational objective is related to the department's strategic mission, philosophy, and goals.

Louisiana: Vision 2020 Link: Not applicable

Children's Cabinet Link: Not applicable

Other Link(s): Not applicable

L E V E L	PERFORMANCE INDICATOR NAME	PERFORMANCE INDICATOR VALUES					
		YEAREND PERFORMANCE STANDARD FY 1999-2000	ACTUAL YEAREND PERFORMANCE FY 1999-2000	ACT 11 PERFORMANCE STANDARD FY 2000-2001	EXISTING PERFORMANCE STANDARD FY 2000-2001	AT CONTINUATION BUDGET LEVEL FY 2001-2002	AT RECOMMENDED BUDGET LEVEL FY 2001-2002
K	Percentage of accreditation of department by NAIC retained	100%	100%	100%	100%	100%	100% <sup>1</sup>

<sup>1</sup> The Executive Budget calls for a reduction in T.O. of 5 positions in departmentwide. These positions are to be reduced by attition. However, the department does not know at this point where those losses may occur. The department indicates that, should positions be lost in the financial examination and analysis functions or in either of the licensing functions, department accreditation could be jeopardized.

2.(SUPPORTING) Through the Division of Public Affairs, to respond within 3 business days to all (100%) requests for public information.

Strategic Link: This operational objective is related to Strategic Objective II.7: *To respond to 100% of inquiries from the public and the media within 3 business days of receipt of the request.*

Louisiana: Vision 2020 Link: Not applicable

Children's Cabinet Link: Not applicable

Other Link(s): Not applicable

L E V E L	PERFORMANCE INDICATOR NAME	PERFORMANCE INDICATOR VALUES					
		YEAREND PERFORMANCE STANDARD FY 1999-2000	ACTUAL YEAREND PERFORMANCE FY 1999-2000	ACT 11 PERFORMANCE STANDARD FY 2000-2001	EXISTING PERFORMANCE STANDARD FY 2000-2001	AT CONTINUATION BUDGET LEVEL FY 2001-2002	AT RECOMMENDED BUDGET LEVEL FY 2001-2002
S	Percentage of information requests answered within 3 business days	100%	100%	100%	100%	100%	100%

For information on outputs of this activity, see the General Performance Information table below.

GENERAL PERFORMANCE INFORMATION: DIVISION OF PUBLIC AFFAIRS					
PERFORMANCE INDICATOR	PRIOR YEAR ACTUAL FY 1995-96	PRIOR YEAR ACTUAL FY 1996-97	PRIOR YEAR ACTUAL FY 1997-98	PRIOR YEAR ACTUAL FY 1998-99	PRIOR YEAR ACTUAL FY 1999-00
Number of calls involved in responding to media requests	3,100	2,860	2,628	1,924	3,503
Number of press releases prepared and distributed	34	39	71	79	159
Number of consumer publications distributed	64,300	59,200	59,787	31,057	57,112

- 3.(KEY) Through the Internal Audit Division, to identify the adequacy or weakness of department internal processes through scheduled internal audits and assure that there are no repeat findings in the annual legislative auditor's reports.

Strategic Link: This operational objective is related to the program's Strategic Objective II.5: *To verify the adequacy and/or identify the weaknesses in the internal control processes of the department on an annual basis.*

Louisiana: Vision 2020 Link: Not applicable

Children's Cabinet Link: Not applicable

Other Link(s): Not applicable

L E V E L	PERFORMANCE INDICATOR NAME	PERFORMANCE INDICATOR VALUES					
		YEAREND PERFORMANCE STANDARD FY 1999-2000	ACTUAL YEAREND PERFORMANCE FY 1999-2000	ACT 11 PERFORMANCE STANDARD FY 2000-2001	EXISTING PERFORMANCE STANDARD FY 2000-2001	AT CONTINUATION BUDGET LEVEL FY 2001-2002	AT RECOMMENDED BUDGET LEVEL FY 2001-2002
S	Number of internal audits performed <sup>1</sup>	8	7 <sup>1</sup>	8	8	12	12
S	Number of repeat internal audit findings	0	0	0	0	0	0
S	Percentage of internal audit recommendations adopted	100%	100%	100%	100%	100%	100%
K	Number of repeat findings in annual legislative auditor's report <sup>2</sup>	0	1	0	0	0	0

<sup>1</sup> The DOI has made a risk assessment that will be used in future audit scheduling to better prioritize and set better time estimates for each scheduled audit. The risk assessment did result in a different breakdown of audit units than was previously in place, which affected the number of audit performed in FY 1999-2000.

<sup>2</sup> This indicator was formerly reported as "Number of repeat findings in the legislative auditor's report." The indicator name has been changed for clarity; no changes have been made in what the indicator measures or how that measurement is made.

4.(KEY) Through the Office of Management and Finance, Fiscal Affairs Division, to collect revenue due the department and state and deposit the revenue within 48 hours of receipt.

Strategic Link: This operational objective is related to Objective II.1: *Revenue received from insurance premium taxes, fees, penalties and assessments is receipted and deposited within 48 hours.* This operational objective is also related to Objective II.2: *Each year to monitor tax collections for timeliness and take appropriate regulatory action as necessary;* and to Objective III.3: *To collect 100% of the fees and assessments due the Department of Insurance and the State of Louisiana annually.*

Louisiana: Vision 2020 Link: Not applicable

Children's Cabinet Link: Not applicable

Other Link(s): Not applicable

L E V E L	PERFORMANCE INDICATOR NAME	PERFORMANCE INDICATOR VALUES					
		YEAREND PERFORMANCE STANDARD FY 1999-2000	ACTUAL YEAREND PERFORMANCE FY 1999-2000	ACT 11 PERFORMANCE STANDARD FY 2000-2001	EXISTING PERFORMANCE STANDARD FY 2000-2001	AT CONTINUATION BUDGET LEVEL FY 2001-2002	AT RECOMMENDED BUDGET LEVEL FY 2001-2002
S	Number of desk audits for tax purposes <sup>1</sup>	1,789	1,748	1,789	1,789	1,750	1,750
S	Percentage of surplus lines broker field audits conducted for tax purposes <sup>2</sup>	20%	15.45%	15% <sup>3</sup>	15% <sup>3</sup>	20%	20%
S	Number of surplus lines broker field audits conducted for tax purposes <sup>4</sup>	40	32	30 <sup>5</sup>	30 <sup>5</sup>	40	40
K	Additional taxes and penalties assessed as a result of audit (in millions)	\$0.505	\$1.800	\$1.000	\$1.000	\$1.000	\$1.000
S	Total fees collected (in millions) <sup>6</sup>	\$13.6 <sup>7</sup>	\$9.7 <sup>7</sup>	\$9.8 <sup>8</sup>	\$9.8 <sup>8</sup>	\$9.3	\$9.3
K	Percentage of revenue deposited within 48 hours	100%	100%	100%	100%	100%	100%

<sup>1</sup> All tax returns are audited annually, resulting in additional taxes and/or penalties, or in credits toward the next quarter's or year's taxes, or in rare instances, in refunds.

<sup>2</sup> This performance indicator name has been changed form "Percentage of broker field audits for tax purposes conducted per year" because the previous wording was awkward and unclear. Neither the measurement being taken nor the method of measurement is changed. A surplus lines broker is a person who solicits, negotiates, or procures a policy of insurance with an approved unauthorized insurance company (surplus lines company) when insurance cannot be obtained from insurers licensed to do business in Louisiana. There are approximately 200 licensed surplus lines brokers in the state.

<sup>3</sup> Although the FY 2000-2001 performance standard for this indicator is 15%, the department indicates that a more likely yearend figure will be 20% since the tax unit is fully staffed and trained.

<sup>4</sup> This performance indicator name has been changed form "Number of surplus line broker field audits for tax purposes conducted" because the previous wording was awkward and unclear. Neither the measurement being taken nor the method of measurement is changed.

- <sup>5</sup> Although the FY 2000-2001 performance standard for this indicator is 30, the department indicates that a more likely yearend figure will be 40 since the tax unit is fully staffed and trained.
- <sup>6</sup> Fees are charged by the DOI for certain services, such as agent license renewals, forms review, photocopies, company licensing applications and filings. Property and casualty agent licenses will be renewed in FY 2001-2002, and that is a smaller number of renewals than for life and health, which renews in FY 2000-2001. The groups alternate renewal years.
- <sup>7</sup> Both the performance standard and interim targets for this indicator were overestimated during budget development for FY 1999-2000.
- <sup>8</sup> Although the FY 2000-2001 performance standard for this indicator is \$9.8, the department indicated in its FY 2000-2001 First Quarter Performance Progress Report that it currently anticipates the yearend figure to be \$7.9.

Additional information related to this activity may be found in the General Performance Information table that follows.

GENERAL PERFORMANCE INFORMATION: REVENUE COLLECTION					
PERFORMANCE INDICATOR	PRIOR YEAR ACTUAL FY 1995-96	PRIOR YEAR ACTUAL FY 1996-97	PRIOR YEAR ACTUAL FY 1997-98	PRIOR YEAR ACTUAL FY 1998-99	PRIOR YEAR ACTUAL FY 1999-00
Number of different tax types collected	9	9	9	9	9
Number of different fees and assessments collected	34	33	40	38	38
Taxable premiums (in billions)	Not available	\$8.252	\$8.879	\$8.966	\$9.040
Amount of premium taxes collected (in millions)	\$152.98	\$139.8	\$111.6	\$112.08	\$112.90
Tax collections as percentage of taxable premiums	1.80%	1.694%	1.257%	1.250%	1.248%
Additional taxes and penalties assessed as a result of audit (in millions)	\$0.240	\$1.506	\$1.104	\$1.503	\$1.800
Total premiums subject to Louisiana Insurance Rating Commission (LIRC) assessment (in billions)	\$4.235	\$3.996	\$4.36	\$4.42	\$4.53
Total amount of LIRC assessment collected (in millions)	\$32.6	\$37.6	\$38.8	\$40.8	\$42.3
LIRC assessment collection as a percentage of subject premiums	0.770%	0.940%	0.931%	0.930%	0.930%
Total fees collected (in millions)	\$6.4	\$11.9	\$14.8	\$15.9	\$9.7
Total amount of revenues (taxes, assessments, fees and miscellaneous) collected (in millions)	\$191.9	\$189.8	\$165.2	\$168.8	\$168.9

5. (SUPPORTING) Through the Information Technology Division, to develop and implement an effective integrated information system with 70% of the maintenance and operation of the system/network performed by in-house staff and 100% of computer-related problems resolved within 2 business days.

Strategic Link: This operational objective is related to Strategic Objective III.1: *Develop and implement an effective integrated information system and increase the percentage of the operation and maintenance of the system/network and major databases that is done by in-house staff while decreasing the performance of those functions by contract personnel.*

Louisiana: Vision 2020 Link: Not applicable

Children's Cabinet Link: Not applicable

Other Link(s): Not applicable

L E V E L	PERFORMANCE INDICATOR NAME	PERFORMANCE INDICATOR VALUES					
		YEAREND PERFORMANCE STANDARD FY 1999-2000	ACTUAL YEAREND PERFORMANCE FY 1999-2000	ACT 11 PERFORMANCE STANDARD FY 2000-2001	EXISTING PERFORMANCE STANDARD FY 2000-2001	AT CONTINUATION BUDGET LEVEL FY 2001-2002	AT RECOMMENDED BUDGET LEVEL FY 2001-2002
S	Percentage completion of integrated information system	Not applicable <sup>1</sup>	Not available <sup>1</sup>	85% <sup>2</sup>	85% <sup>2</sup>	100%	100%
S	Percentage availability of integrated information system <sup>3</sup> to system users	Not applicable <sup>1</sup>	Not available <sup>1</sup>	20%	20%	70%	70%
S	Percentage of system operation and maintenance performed by in-house staff	Not applicable <sup>1</sup>	Not available <sup>1</sup>	50%	50%	70%	70%
S	Percentage of service requests satisfactorily resolved within 2 business days <sup>4</sup>	Not applicable <sup>5</sup>	76%	80%	80%	100%	100%

<sup>1</sup> This indicator first appeared under Act 11 of 2000. It did not appear under Act 10 of 1999 and has no performance standard for FY 1999-2000. No FY 1999-2000 actual data are available.

<sup>2</sup> Although the FY 2000-2001 performance standard for this indicator is 85%, the DOI indicated in its FY 2000-2001 First Quarter Performance Progress Report that it currently anticipates the yearend figure will be 70%.

<sup>3</sup> This indicator is a measurement of the percentage of business hours that the information system is available (up and running) to users.

<sup>4</sup> The number of requests submitted and number of requests fulfilled are reported on an actual basis in the General Performance Information table that follows. Problems reported as service requests include items caused by user unfamiliarity with hardware or software as well as problems that are actual malfunctions of hardware or software. The Information Technology Division staff have little control over the situations leading to service requests, but do have control over their response time and the quality of the resolution of the problems. Using the number of requests submitted and number of requests fulfilled within 2 business days, the DOI has determined that the average time to resolve a service request is 1.1 days, with the percentage of requests resolved satisfactorily approaching 100%.

<sup>5</sup> This indicator first appeared under Act 11 of 2000. It did not appear under Act 10 of 1999 and has no performance standard for FY 1999-2000.

Additional information related to this activity may be found in the General Performance Information table that follows.

GENERAL PERFORMANCE INFORMATION: INFORMATION SYSTEM SERVICE REQUESTS		
PERFORMANCE INDICATOR	PRIOR YEAR ACTUAL FY 1998-99	PRIOR YEAR ACTUAL FY 1999-00
Number of service request forms received	1,858	2,877
Number of service requests fulfilled	Not available <sup>1</sup>	2,863
Number of service requests satisfactorily fulfilled within 2 business days	1,412	2,598



6. (KEY) Through the Division of Minority Affairs, to increase the number of small/disadvantaged/minority agents obtaining contracts with standard companies through the key agent concept.

Strategic Link: This operational objective is related to Strategic Objective IV.5: *Annually increase the number of small/disadvantaged/minority agents obtaining contracts with standard companies by promoting the key agent concept and providing minority agents with necessary knowledge, training and skills to upgrade and expand their businesses.*

Louisiana: Vision 2020 Link: Not applicable

Children's Cabinet Link: Not applicable

Other Link(s): Not applicable

Explanatory Note: The Division of Minority Affairs is expanding its scope to assist all minorities, women, and disadvantaged persons participating in the insurance industry in Louisiana, to the end that agents falling into one or more of those categories can have access to solid companies selling coverage at competitive rates. Key Agency, Inc., is a group of small/disadvantaged/minority agents who are trying to increase the number of standard companies (companies using standardized terms and conditions in their policies and rating a risk up or down from standard rates) to which they have access. The number of key agents in Louisiana must be increased in order to increase the number of standard companies to which they have access. An agent must write a certain volume of business in order to obtain an appointment to sell coverages for a standard insurer. Having an appointment means that the agent can sell for a company. The agent, not the consumer, must be the one with access to the standard company.

Explanatory Note: For some time, the Division of Minority Affairs has been operating with one staff member instead of the three positions allotted to it, as the department attempted to hire qualified minorities for these vacant positions. The short staff situation has made it difficult to meet all of the responsibilities of this division, some of which require travel and time spent outside of the office. The division assists minority, women, small, and/or disadvantaged agents and agencies with a variety of issues and problems. The division is now up to half staff and expects performance to improve as the new staff person is trained and gains experience.

L E V E L	PERFORMANCE INDICATOR NAME	PERFORMANCE INDICATOR VALUES					
		YEAREND PERFORMANCE STANDARD FY 1999-2000	ACTUAL YEAREND PERFORMANCE FY 1999-2000	ACT 11 PERFORMANCE STANDARD FY 2000-2001	EXISTING PERFORMANCE STANDARD FY 2000-2001	AT CONTINUATION BUDGET LEVEL FY 2001-2002	AT RECOMMENDED BUDGET LEVEL FY 2001-2002
K	Number of key agency directors and sub-agents working <sup>1</sup> with Key Independent Agency, Inc.	35	20 <sup>2</sup>	25 <sup>3</sup>	25 <sup>3</sup>	28	22 <sup>4</sup>
K	Number of standard companies to which small/disadvantaged/minority agents have access	Not applicable <sup>5</sup>	4	5	5	6	5 <sup>4</sup>
S	Number of educational/training sessions provided for small/disadvantaged/minority insurance agents and agencies	200 <sup>6</sup>	60 <sup>6</sup>	208 <sup>6</sup>	208 <sup>6</sup>	75	60 <sup>4</sup>

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<sup>1</sup> For clarity purposes, the name of this performance indicator has been changed from "Number of new key agency directors and sub-agents working with Key Independent Agency, Inc." There is no change in what the indicator measures or how the indicator is calculated. The department has been reporting total directors and sub-agents in the program, not only new ones, so the indicator name has been changed to match what is being reported.

<sup>2</sup> Although the FY 1999-2000 performance standard for this indicator was 35, the DOI did anticipate a lower yearend total (25) in its FY 1999-2000 Second Quarter Performance Progress Report because of the staffing problems discussed in the second explanatory note above. The actual yearend total was 20.

<sup>3</sup> Although the FY 2000-2001 performance standard for this indicator is 25, the DOI indicates in its FY 1999-2000 First Quarter Performance Progress Report that it anticipates a lower yearend total (24). This adjusted fourth quarter target is a result of the staffing problems discussed in the second explanatory note above.

<sup>4</sup> The Division of Minority Affairs is operating with half staff in FY 2000-2001. Until recently, student or restricted workers were helping with some field and clerical work, but that is no longer the case. The director and one full-time employee, who has not attained full training level as of mid-year FY 2000-2001, are covering as much inside and field work as possible. Indicator values for this division have been lowered from prior expectations as a result of this staffing situation. If the one full-time employee is lost as part of the department's T.O. reductions by attrition, the director will not be able to maintain even the revised value.

<sup>5</sup> This performance indicator did not appear under Act 10 of 1999 and has no FY 1999-2000 performance standard.

<sup>6</sup> The DOI believes that the FY 1999-2000 and FY 2000-2001 standards for this indicator are unrealistic in light of the staffing problems discussed in the second explanatory note above. During most of FY 1999-2000, the unit operated with only one person. Although additional staff have been added in FY 2000-2001, staff training is incomplete. As a result, the DOI indicates in its FY 2000-2001 First Quarter Performance Progress Report that it currently anticipates that the yearend figure for this indicator will be 62, rather than the performance standard of 208.

## RESOURCE ALLOCATION FOR THE PROGRAM

	ACTUAL 1999 - 2000	ACT 11 2000 - 2001	EXISTING 2000 - 2001	CONTINUATION 2001 - 2002	RECOMMENDED 2001 - 2002	RECOMMENDED OVER/(UNDER) EXISTING
MEANS OF FINANCING:						
STATE GENERAL FUND (Direct)	\$0	\$0	\$0	\$0	\$0	\$0
STATE GENERAL FUND BY:						
Interagency Transfers	0	0	0	0	0	0
Fees & Self-gen. Revenues	5,135,458	4,217,673	4,312,171	4,646,581	3,750,877	(561,294)
Statutory Dedications	30,000	243,922	243,922	243,922	0	(243,922)
Interim Emergency Board	0	0	0	0	0	0
FEDERAL FUNDS	0	0	0	0	0	0
TOTAL MEANS OF FINANCING	<b>\$5,165,458</b>	<b>\$4,461,595</b>	<b>\$4,556,093</b>	<b>\$4,890,503</b>	<b>\$3,750,877</b>	<b>(\$805,216)</b>
EXPENDITURES & REQUEST:						
Salaries	\$2,039,605	\$2,013,776	\$2,088,090	\$2,148,620	\$1,652,780	(\$435,310)
Other Compensation	192,864	228,697	228,697	228,697	192,225	(36,472)
Related Benefits	388,791	441,606	459,649	470,817	352,189	(107,460)
Total Operating Expenses	656,466	736,640	738,781	918,844	755,333	16,552
Professional Services	34,735	82,256	82,256	82,256	43,256	(39,000)
Total Other Charges	1,307,093	678,003	678,003	714,974	428,799	(249,204)
Total Acq. & Major Repairs	545,904	280,617	280,617	326,295	326,295	45,678
TOTAL EXPENDITURES AND REQUEST	<b>\$5,165,458</b>	<b>\$4,461,595</b>	<b>\$4,556,093</b>	<b>\$4,890,503</b>	<b>\$3,750,877</b>	<b>(\$805,216)</b>
AUTHORIZED FULL-TIME						
EQUIVALENTS: Classified	95	90	96	96	67	(29)
Unclassified	11	11	11	11	4	(7)
TOTAL	<b>106</b>	<b>101</b>	<b>107</b>	<b>107</b>	<b>71</b>	<b>(36)</b>

## SOURCE OF FUNDING

This program is funded from Fees and Self-generated Revenues and Statutory Dedications. The fees and self-generated Revenue funds are derived from various fees and licenses authorized by R.S. 22:1078; auditing fees collected from insurance companies audited. The Statutory Dedications are from the Insurance Fraud Investigation Fund from assessments on various insurance policies written in Louisiana. (Per R. S. 39:32B.(8), see table below for a listing of expenditures out of each Statutory Dedicated Fund.)

	ACTUAL	ACT 11	EXISTING	CONTINUATION	RECOMMENDED	RECOMMENDED
	1999 - 2000	2000 - 2001	2000 - 2001	2001 - 2002	2001 - 2002	OVER/(UNDER) EXISTING
Administrative Fund	\$397,672	\$558,482	\$558,482	\$585,047	\$493,790	(\$64,692)

## ANALYSIS OF RECOMMENDATION

GENERAL FUND	TOTAL	T.O.	DESCRIPTION
<b>\$0</b>	<b>\$4,461,595</b>	<b>101</b>	<b>ACT 11 FISCAL YEAR 2000-2001</b>
			<b>BA-7 TRANSACTIONS:</b>
\$0	\$94,498	6	BA-7 Transferring of Functions within the department from the Compliance Program
<b>\$0</b>	<b>\$4,556,093</b>	<b>107</b>	<b>EXISTING OPERATING BUDGET – December 15, 2000</b>
\$0	\$51,456	0	Annualization of FY 2000-2001 Classified State Employees Merit Increase
\$0	\$35,214	0	Classified State Employees Merit Increases for FY 2001-2002
\$0	(\$39,063)	0	Risk Management Adjustment
\$0	\$326,295	0	Acquisitions & Major Repairs
\$0	(\$280,617)	0	Non-Recurring Acquisitions & Major Repairs
\$0	\$26,823	0	Legislative Auditor Fees
\$0	(\$56,680)	0	Maintenance of State-Owned Buildings
\$0	\$2,233	0	UPS Fees
\$0	\$523,103	0	Salary Base Adjustment
\$0	(\$52,392)	(1)	Attrition Adjustment
\$0	\$266	0	Civil Service Fees
\$0	\$7,915	0	State Treasury Fees
\$0	\$5,311	0	Other Adjustments - Increases for Office Space Rental
\$0	\$139,856	0	Other Adjustments
\$0	(\$6,529)	0	Reduction of expenditures to required levels for the Division of Administrative Law
\$0	(\$1,488,407)	(35)	Technical Transfer - Moving Fraud Unit and Receivership to Market Compliance
<b>\$0</b>	<b>\$3,750,877</b>	<b>71</b>	<b>TOTAL RECOMMENDED</b>

The total means of financing for this program is recommended at 82.3% of the existing operating budget. It represents 94.7% of the total request (\$3,960,839) for this program. Significant adjustments include the transfer for the Insurance Fraud Investigation Unit and Receivership Units to the Market Compliance Program.

**PROFESSIONAL SERVICES**

\$29,484	MIS, Software and Hardware requirements for integrated systems
\$6,000	On site training - Travel expenses provided for Industry training
\$5,000	Background checks on individuals of officers, directors, and stockholders of applicant companies
\$2,772	Additional contractual services to be determined deemed necessary by the department to carry out the mission of the department
<b>\$43,256</b>	<b>TOTAL PROFESSIONAL SERVICES</b>

**OTHER CHARGES**

\$147,248	Legislative auditor fees
\$175,000	Aid to local government - Bail Bond fees

**\$322,248 SUB-TOTAL OTHER CHARGES**

**Interagency Transfers:**

\$14,044	Civil Service fees
\$1,427	CPTP training
\$8,385	UPS fees
\$17,169	Treasury Banking fees
\$28,564	Security Background checks - Office of Public Safety
\$36,962	Security - Office of Public Safety

**\$106,551 SUB-TOTAL INTERAGENCY TRANSFERS**

**\$428,799 TOTAL OTHER CHARGES**

## ACQUISITIONS AND MAJOR REPAIRS

\$326,295 Replacement of various data processing and other office equipment

**\$326,295 TOTAL ACQUISITIONS AND MAJOR REPAIRS**